



# UNITED STATES PATENT AND TRADEMARK OFFICE

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PILLSBURY WINTHROP SHAW PITTMAN LLP			SKED, MATTHEW J		
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Please find below and/or attached an Office communication concerning this application or proceeding.

		Applicat	ion No.	Applicant(s)		
Office Action Summary			95	SHERWOOD, AMY L.		
			r	Art Unit		
		Matthew		2655		
Period fo	The MAILING DATE of this commun or Reply	nication appears on th	e cover sheet with the c	orrespondence address		
THE - Exte after - If the - If NC - Failt Any	ORTENED STATUTORY PERIOD F MAILING DATE OF THIS COMMUN nsions of time may be available under the provisions SIX (6) MONTHS from the mailing date of this com period for reply specified above is less than thirty (3 period for reply is specified above, the maximum st tre to reply within the set or extended period for reply reply received by the Office later than three months ed patent term adjustment. See 37 CFR 1.704(b).	ICATION. s of 37 CFR 1.136(a). In no ex nunication. s0) days, a reply within the sta latutory period will apply and v will, by statute, cause the ap	vent, however, may a reply be tim tutory minimum of thirty (30) days vill expire SIX (6) MONTHS from plication to become ABANDONED	nely filed s will be considered timely. the mailing date of this communication. D (35 U.S.C. § 133).		
Status						
1)⊠	Responsive to communication(s) filed on <u>15 August 2005</u> .					
2a)⊠	This action is FINAL.	2b)☐ This action is i	non-final.			
3)□	Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under <i>Ex parte Quayle</i> , 1935 C.D. 11, 453 O.G. 213.					
Disposit	ion of Claims					
5)□	Claim(s) 1-41 is/are pending in the application.  4a) Of the above claim(s) is/are withdrawn from consideration.  Claim(s) is/are allowed.  Claim(s) 1-41 is/are rejected.  Claim(s) is/are objected to.					
Applicat	ion Papers					
9)[	The specification is objected to by th	e Examiner.				
10)	☐ The drawing(s) filed on is/are: a)☐ accepted or b)☐ objected to by the Examiner.					
	Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).					
11)	Replacement drawing sheet(s) including The oath or declaration is objected to	•				
Priority (	ınder 35 U.S.C. § 119					
a)	Acknowledgment is made of a claim  All b) Some * c) None of:  1. Certified copies of the priority  2. Certified copies of the priority  3. Copies of the certified copies application from the Internation	documents have been documents have been of the priority documental Bureau (PCT Ru	en received. en received in Application ents have been receive le 17.2(a)).	on No ed in this National Stage		
* 5	See the attached detailed Office action	on for a list of the cert	ified copies not receive	d.		
Attachmen	t(s)					
1) Notic	e of References Cited (PTO-892)		4) Interview Summary			
3) 🔲 Infor	e of Draftsperson's Patent Drawing Review (F mation Disclosure Statement(s) (PTO-1449 or r No(s)/Mail Date		Paper No(s)/Mail Da 5) Notice of Informal Pa 6) Other:	atent Application (PTO-152)		

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#### **DETAILED ACTION**

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### Response to Arguments

- 1. Applicant's request for reconsideration of the finality of the rejection of the last Office action is persuasive and, therefore, the finality of that action is withdrawn.
- 2. The objection to claims 1-29 is withdrawn in view of the amendments filed 8/15/05.
- 3. Applicant's arguments with respect to claim 30 have been considered but are moot in view of the new ground(s) of rejection.
- 4. It is noted that the applicant did not traverse the Official Notice taken in the previous Office Action and therefore it is taken to be admitted prior art (see MPEP 2144.03).

### Claim Rejections - 35 USC § 102

5. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

- (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.
- 6. Claims 1, 4, 18 and 21 are rejected under 35 U.S.C. 102(e) as being anticipated by Ortega et al. (U.S. Pat. 6,535,848).

As per claims 1 and 18, Ortega teaches a system for transcribing a recorded message, the system comprising:

a storing device for storing a recorded message for a recipient of the recorded message, for playing back the recorded message to the recipient in response to the recipient attempting access to the recorded message (stores the speech in a memory device, col. 4, lines 48-51);

for prompting the recipient to select an action to be performed for the recorded message after the recorded message has been played back and in response to the recipient attempting to access the recorded message (user is given the option to preview the message and following the preview the user would be prompted to select to transcribe, preview the audio again or cancel, col. 9, lines 14-15, 33-44 and Fig. 6, elements 608 and 612);

receiving a selection from the recipient to transcribe the recorded message in response to the prompt (user selects the transcribe option, col. 10, line 65 to col. 11, line 4);

a transcription device, in communication with the storing device, for transcribing a recorded message into a computer file upon the storage device receiving the selection from the recipient to transcribe the recorded message (transcription computer accesses the multiple recorded speech files from storage, col. 3, lines 20-29); and

an archival device, in communication with the transcription device, for reading the computer file and outputting or storing a transcribed version of the recorded message (stores a textual representation of the converted phrases, col. 11, lines 29-34).

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7. As per claims 4 and 21, Ortega teaches the transcription device is an integral part of the storing device (transcription and recording device could be directly linked, col. 3, lines 36-40).

## Claim Rejections - 35 USC § 103

- 8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:
  - (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.
- 9. Claims 2, 5, 7-11, 13-15, 17, 19, 22, 24, 37, 38, 40 and 41 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ortega in view of Padmanabhan et al. (U.S. Pat. 6,219,638).

As per claims 2 and 19, Ortega does not teach the storing device is a voicemail system.

Padmanabhan teaches the storing device is a voicemail message system (messages saved on servers, hence implying voicemail, col. 3, lines 34-38).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega so the storing device is a voicemail system as taught by Padmanabhan because it would allow the system to be incorporated in a telephonic system hence making the system more marketable.

10. As per claims 5, 7, 22 and 24, Ortega does not teach the archival device to be email or a facsimile machine.

Padmanabhan teaches the archival device is an email (send text via email, col. 4, lines 62-67) and a facsimile machine (send the text via fax, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to have the archival device be email or a facsimile machine as taught by Padmanabhan because it would allow the transcription to be sent to a remote user hence facilitating use.

11. As per claim 8, Ortega teaches a system for transcribing a recorded message, the system comprising:

a storing device for storing a recorded message for a recipient of the recorded message, for playing back the recorded message to the recipient in response to the recipient attempting access to the recorded message (stores the speech in a memory device, col. 4, lines 48-51);

for prompting the recipient to select an action to be performed for the recorded message after the recorded message has been played back and in response to the recipient attempting to access the recorded message (user is given the option to preview the message and following the preview the user would be prompted to select to transcribe, preview the audio again or cancel, col. 9, lines 14-15, 33-44 and Fig. 6, elements 608 and 612);

receiving a selection from the recipient to transcribe the recorded message in response to the prompt (user selects the transcribe option, col. 10, line 65 to col. 11, line 4);

a transcription device, in communication with the storing device, for transcribing a recorded message into a computer file upon the storage device receiving the selection from the recipient to transcribe the recorded message (transcription computer accesses the multiple recorded speech files from storage, col. 3, lines 20-29); and

an archival device, in communication with the transcription device, for reading the computer file and outputting or storing a transcribed version of the recorded message (stores a textual representation of the converted phrases, col. 11, lines 29-34).

Ortega does not teach the storing device is a voicemail system.

Padmanabhan teaches the storing device is a voicemail message system (messages saved on servers, hence implying voicemail, col. 3, lines 34-38).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega so the storing device is a voicemail system as taught by Padmanabhan because it would allow the system to be incorporated in a telephonic system hence making the system more marketable.

- 12. As per claim 9, Ortega teaches the transcription device is an integral part of the storing device (transcription and recording device could be directly linked, col. 3, lines 36-40).
- 13. As per claim 10, Ortega teaches a system for transcribing a recorded message, the system comprising:

a storing device for storing a recorded message for a recipient of the recorded message, for playing back the recorded message to the recipient in response to the

recipient attempting access to the recorded message (stores the speech in a memory device, col. 4, lines 48-51);

for prompting the recipient to select an action to be performed for the recorded message after the recorded message has been played back and in response to the recipient attempting to access the recorded message (user is given the option to preview the message and following the preview the user would be prompted to select to transcribe, preview the audio again or cancel, col. 9, lines 14-15, 33-44 and Fig. 6, elements 608 and 612);

receiving a selection from the recipient to transcribe the recorded message in response to the prompt (user selects the transcribe option, col. 10, line 65 to col. 11, line 4);

a transcription device, in communication with the storing device, for transcribing a recorded message into a computer file upon the storage device receiving the selection from the recipient to transcribe the recorded message (transcription computer accesses the multiple recorded speech files from storage, col. 3, lines 20-29); and

an archival device, in communication with the transcription device, for reading the computer file and outputting or storing a transcribed version of the recorded message (stores a textual representation of the converted phrases, col. 11, lines 29-34).

Ortega does not teach a converting device for converting the text file to different formats that are recognized by different recording devices and a plurality of archival devices, each archival device in communication with the converting device and capable Art Unit: 2655

or reading a recognized format of the text file and outputting or storing a transcribed version of the recorded message.

Padmanabhan teaches a converting device for converting the text file to at least one of different formats that are recognized by different recording devices (sends the data via email, fax or page hence it must inherently have a converting device to change between these formats, col. 4, lines 62-67); and

a plurality of archival devices, each archival device in communication with the converting device and capable or reading a recognized format of the text file and outputting or storing a transcribed version of the recorded message (sends the data via email, fax or pager, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system to modify the system of Ortega to have a converting device for converting the text file to different formats that are recognized by different recording devices and a plurality of archival devices, each archival device in communication with the converting device and capable or reading a recognized format of the text file and outputting or storing a transcribed version of the recorded message as taught by Padmanabhan because this would allow the transcription system to operate with multiple well known text based devices hence making the system more versatile.

As per claim 11, Ortega does not teach the storing device is a voicemail system. 14.

Padmanabhan teaches the storing device is a voicemail message system (messages saved on servers, hence implying voicemail, col. 3, lines 34-38).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega so the storing device is a voicemail system as taught by Padmanabhan because it would allow the system to be incorporated in a telephonic system hence making the system more marketable.

- 15. As per claim 13, Ortega teaches the transcription device is an integral part of the storing device (transcription and recording device could be directly linked, col. 3, lines 36-40).
- 16. As per claim 14, Ortega does not teach the converting device is an integral part of the storing device.

Padmanabhan teaches the converting device is an integral part of the storing device (message server is connected with the speech recognition server through the telephony server, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega so the converting device is an integral part of the storing device as taught by Padmanabhan because it would ensure the data would not have to be transmitted hence saving processing time.

17. As per claims 15 and 17 Ortega does not teach the archival device to be email or a facsimile machine.

Padmanabhan teaches the archival device is an email (send text via email, col.

4, lines 62-67) and a facsimile machine (send the text via fax, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to have the archival device be email or a

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facsimile machine as taught by Padmanabhan because it would allow the transcription to be sent to a remote user hence facilitating use.

18. As per claim 37, Ortega teaches a method of transcribing a recorded message, the method comprising:

accessing, by a recipient, a storing device storing a recorded message for the recipient to thereby access the recorded message (selects files to transcribe from memory, col. 7, lines 20-31);

listening, by the recipient, to the recorded message (user previews the message, Fig. 6, element 612); and

in response to accessing the listening to the recorded message, responding, by the recipient, to a prompt for an action for the recorded message by indicating that the recorded message should be transcribed (user is given the option to preview the message and following the preview the user would be prompted to select to transcribe, preview the audio again or cancel, col. 9, lines 14-15, 33-44 and Fig. 6, elements 608 and 612).

Ortega does not teach designating an archival device to be used to output or store the transcribed message.

Padmanabhan teaches designating an archival device to be used to output or store the transcribed message (user selects how to store or send the message, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to designate an archival device to be used to

output or store the transcribed message as taught by Padmanabhan because it would give the user more control over the functionality of the system.

Ortega does not teach the storing device is a voicemail system.

Padmanabhan teaches the storing device is a voicemail message system (messages saved on servers, hence implying voicemail, col. 3, lines 34-38). It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega so the storing device is a voicemail system as taught by Padmanabhan because it would allow the system to be incorporated in a telephonic system hence making the system more marketable.

19. As per claims 38, 40 and 41, Ortega does not teach the archival device to be a plurality of archival devices such as email or a facsimile machine.

Padmanabhan teaches the archival device to be a plurality of archival devices such as email or a facsimile machine (sends the data via email, fax or pager, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to have the archival device be email or a facsimile machine as taught by Padmanabhan because it would allow the transcription to be sent to a remote user hence facilitating use.

20. Claims 3, 6, 20 and 23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ortega in view of Applicant's admitted prior art.

As per claims 3 and 20, Ortega does not teach the storing device is a telephone answering machine.

Applicant's admitted prior art teaches that the use of telephone answering machines is well known in transcription.

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to have the storage device be a telephone answering machine, the precursor of voicemail, because it would allow the system to operate for users still without voicemail, hence making it more marketable.

21. As per claims 6, 23 (Companies), Ortega and Padmanabhan do not teach the archival device to be a printer.

Applicant's admitted prior art that printers are a well known output device in the art.

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to have the archival device be a printer because it would give a hard copy transcription of the voice message hence facilitating use for the user.

22. Claims 12, 16, 39 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ortega in view of Padmanabhan and Applicant's admitted prior art.

As per claim 12, Ortega and Padmanabhan do not teach the storing device is a telephone answering machine.

Applicant's admitted prior art teaches that the use of telephone answering machines is well known in transcription.

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega and Padmanabhan to have the storage device be a telephone answering machine, the precursor of voicemail, because it would allow the system to operate for users still without voicemail, hence making it more marketable.

23. As per claims 16 and 39, Ortega and Padmanabhan do not teach the archival device to be a printer.

Applicant's admitted prior art teaches that printers are a well known output device in the art.

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega and Padmanabhan to have the archival device be a printer because it would give a hard copy transcription of the voice message hence facilitating use for the user.

24. Claims 25-27 and 29 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ortega in view of Padmanabhan and taken in further view of Damiba et al. (U.S. Pat. Pub. 2002/0169605A1).

As per claim 25, Ortega teaches a system for transcribing a recorded message, the system comprising:

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a storing device for storing a recorded message for a recipient of the recorded message, for playing back the recorded message to the recipient in response to the recipient attempting access to the recorded message (stores the speech in a memory device, col. 4, lines 48-51);

for prompting the recipient to select an action to be performed for the recorded message after the recorded message has been played back and in response to the recipient attempting to access the recorded message (user is given the option to preview the message and following the preview the user would be prompted to select to transcribe, preview the audio again or cancel, col. 9, lines 14-15, 33-44 and Fig. 6, elements 608 and 612);

receiving a selection from the recipient to transcribe the recorded message in response to the prompt (user selects the transcribe option, col. 10, line 65 to col. 11, line 4);

a transcription device, in communication with the storing device, for transcribing a recorded message into a computer file upon the storage device receiving the selection from the recipient to transcribe the recorded message (transcription computer accesses the multiple recorded speech files from storage, col. 3, lines 20-29); and

an archival device, in communication with the transcription device, for reading the computer file and outputting or storing a transcribed version of the recorded message (stores a textual representation of the converted phrases, col. 11, lines 29-34).

Ortega does not teach a converting device, in communication with the transcription device, for converting the transcribed message into a format that is readable by an archival device.

Padmanabhan teaches a converting device, in communication with the transcription device, for converting the transcribed message into a format that is readable by an archival device (sends the data via email, fax or page hence it must inherently have a converting device to change between these formats, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system to modify the system of Ortega to have a converting device, in communication with the transcription device, for converting the transcribed message into a format that is readable by an archival device as taught by Padmanabhan because this would allow the transcription system to operate with multiple well known text based devices hence making the system more versatile.

Ortega and Padmanabhan do not teach the system being portable and having a port, in communication with the converting device and an archival device, for allowing output of the converted transcribed message to the archival device for output or storage thereon.

Damiba teaches a speech-to-text system that is portable (plug-and-play capabilities, paragraph 18) and having a port to communicate with exterior devices (3<sup>rd</sup> party service adapter, paragraph 86).

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It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega and Padmanabhan to make the system portable with a port as taught by Damiba for communication with the converting device and an archival device, for allowing output of the converted transcribed message to the archival device for output or storage thereon because it would give more functionality hence making the system more flexible.

- 25. As per claim 26, Ortega teaches the transcription device is an integral part of the storing device (transcription and recording device could be directly linked, col. 3, lines 36-40).
- 26. As per claims 27 and 29, Ortega does not teach the archival device to be email or a facsimile machine.

Padmanabhan teaches the archival device is an email (send text via email, col. 4, lines 62-67) and a facsimile machine (send the text via fax, col. 4, lines 62-67).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to have the archival device be email or a facsimile machine as taught by Padmanabhan because it would allow the transcription to be sent to a remote user hence facilitating use.

27. Claim 28 is rejected under 35 U.S.C. 103(a) as being unpatentable over Ortega in view of Padmanabhan, Damiba and Applicant's admitted prior art.

As per claim 28, Ortega, Padmanabhan and Damiba do not teach the archival device to be a printer.

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Applicant's admitted prior art teaches that printers are a well known output device in the art.

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega, Padmanabhan and Damiba to have the archival device be a printer because it would give a hard copy transcription of the voice message hence facilitating use for the user.

28. Claims 30, 31, 33-36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ortega in view of Picoult et al. (U.S. Pat. Pub. 2002/0065042A1).

As per claim 30, Ortega teaches a method of transcribing a recorded message, the method comprising:

accessing, by a recipient, a storing device storing a recorded message for the recipient to thereby access the recorded message (selects files to transcribe from memory, col. 7, lines 20-31);

listening, by the recipient, to the recorded message (user previews the message, Fig. 6, element 612); and

in response to accessing the listening to the recorded message, responding, by the recipient, to a prompt for an action for the recorded message by indicating that the recorded message should be transcribed (user is given the option to preview the message and following the preview the user would be prompted to select to transcribe, preview the audio again or cancel, col. 9, lines 14-15, 33-44 and Fig. 6, elements 608 and 612).

Ortega does not teach designating, by a recipient, an archival device to be used to output or store the transcribed message.

Picoult teaches a message retrieval system suggested to be used in a voice mail transcription system (paragraph 10) that designates, by the recipient, an archival device to be used to output or store the transcribed message (locates a destination device based upon the user's preferences, paragraph 32).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to designate an archival device to be used to output or store the transcribed message as taught by Picoult because it would give the user more control over the functionality of the system.

29. As per claim 31, Ortega does not teach the storing device is a voicemail system.

Picoult teaches retrieving the message from a data center (paragraphs 29 and 30) and suggests using this in a voice-mail transcription system (paragraph 10) hence in this case the data center would be a voice mail message system.

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega so the storing device is a voicemail system as taught by Picoult because it would allow the system to be incorporated in a telephonic system hence making the system more marketable.

30. As per claims 33-36, Ortega does not teach the archival device to be a plurality of archival devices such as email, printer or a facsimile machine.

Picoult teaches the archival device to be a plurality of archival devices such as email or a facsimile machine (message may be desired in email, fax, printer, paragraphs 17 and 32).

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega to have the archival device be email or a facsimile machine as taught by Picoult because it would allow the transcription to be sent to a remote user hence facilitating use.

31. Claims 32 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ortega in view of Picoult and Applicant's admitted prior art.

As per claim 32, Ortega and Picoult do not teach the storing device is a telephone answering machine.

Applicant's admitted prior art teaches that the use of telephone answering machines is well known in transcription.

It would have been obvious to one of ordinary skill in the art at the time of invention to modify the system of Ortega and Picoult to have the storage device be a telephone answering machine, the precursor of voicemail, because it would allow the system to operate for users still without voicemail, hence making it more marketable.

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#### Conclusion

32. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Hirschberg et al. (U.S. Pat. Pub. 2003/0128820A1) teaches a system for the recipient to browse and process voicemail.

33. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Matthew J. Sked whose telephone number is (571) 272-7627. The examiner can normally be reached on Mon-Fri (8:00 am - 4:30 pm).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wayne Young can be reached on 571-272-7582. The fax phone number for \$\instructure{571} 2738300\$ the organization where this application or proceeding is assigned is \$\frac{793-872-9306}{793-872-9306}\$.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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